

FIGURE 1a

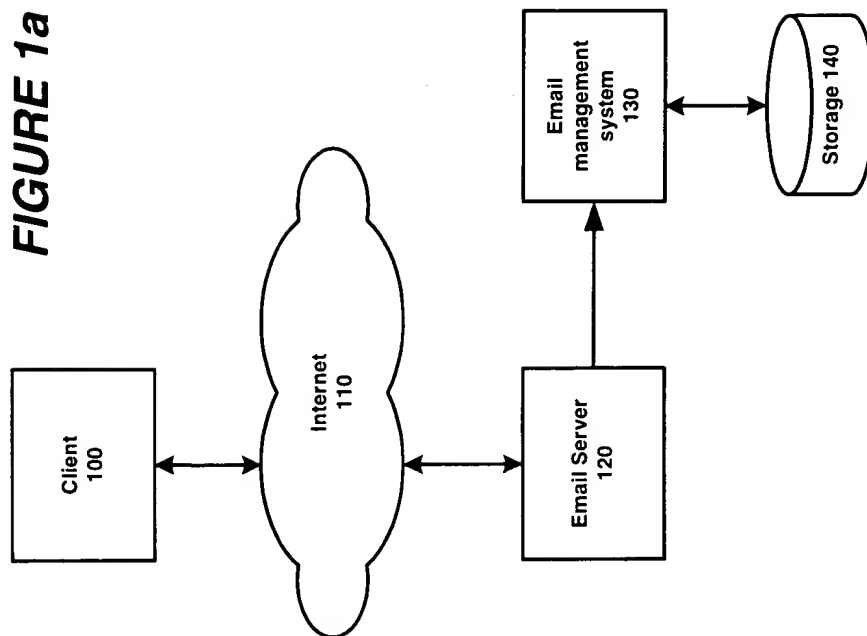


FIGURE 1b

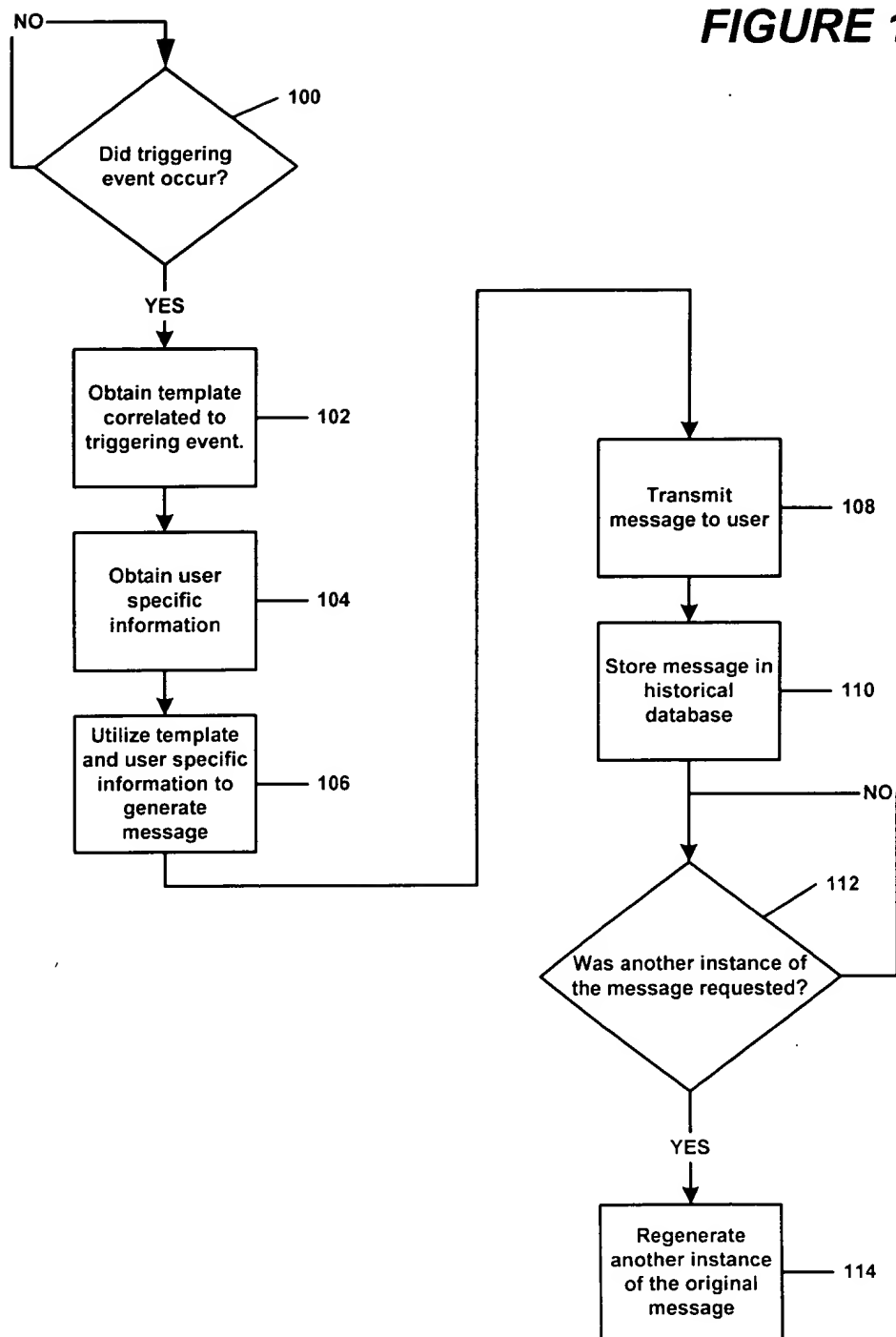


FIGURE 2

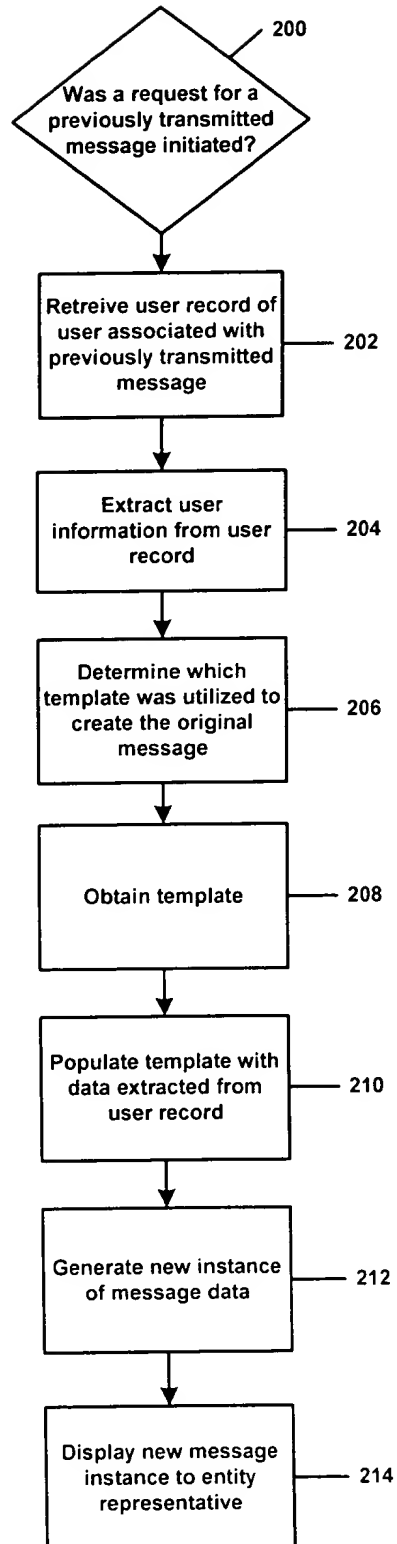


FIGURE 3

008F07 "T 15 4 16 9160

Customer Search - Netscape

File Edit View Go Communicator Help

Bookmarks Location: http://trebek:82/cs/default.asp What's Related

stamps.com Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

Hi IA1,

Enter as much information as possible in one or more fields.

Customer Search:

Last Name	smith	306
First Name		307
Phone #		308
User Name		309
Email Address		310
Account #		311
Customer ID		312 (Decimal)

Search 313 Clear 314

302

304

FIGURE 4

Customer Search Results - Netscape

File Edit View Go Communicator Help

Bookmarks Location: http://trebek82/cs/results.asp What's Related

stamps.com Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

Home | Search

	Last Name	First Name	User ID	User Name	Email	Phone #	Account #
401	Smith	Jon	5900031	test01	silkstamps@yahoo.com	(949)555-1212	17000019
402	Smith	Jon	5900363	sdct1	sdct01_us@yahoo.com	(949)555-1212	17000356
403	Smith	Jon	5900369	sdctesting1	sdct01_us@yahoo.com	(949)555-1212	17000357
404	Smith	Jon	5900443	sdct11	sdct01_us@yahoo.com	(949)555-1212	17000431
405	Smith	Jon	5900444	sdct12	sdct01_us@yahoo.com	(949)555-1212	17000432
406	Smith	Jon	5900445	sdct13	sdct01_us@yahoo.com	(949)555-1212	17000433
407	Smith	Scott	5900447	scotto	ssmith@stamps.com	(310)581-7630	17000435
408	Smith	Jon	5904567	will	silkstamps@yahoo.com	(949)555-1212	17004551
409	Smith	Jon	5904610	sdctesting123	silkstamps@yahoo.com	(949)555-1212	17004594
410	Smith	Jon	5904731	sdct9999	silkstamps@yahoo.com	(949)555-1212	17004689
411	Smith	Jon	5904732	sdct9998	silkstamps@yahoo.com	(949)555-1212	17004690
412	Smith	Jon	5904733	sdct9997	silkstamps@yahoo.com	(949)555-1212	17004691
413	Smith	Jon	5904734	sdct9996	silkstamps@yahoo.com	(949)555-1212	17004692
414	Smith	Jon	5904736	sdct9994	silkstamps@yahoo.com	(949)555-1212	17004694
415	Smith	Loren	5904738	lsmith	junk@stamps.com	(310)555-1212	17004696
416	Smith	Jon	5904799	sdct	silkstamps@yahoo.com	(949)555-1212	17004756
417	Smith	mike	5904834	miky	inirshberg@stamps.com	(310)324-5698	17004791
418	Smith	Jon	5904941	sdct9995	silkstamps@yahoo.com	(949)555-1212	17004901
419	Smith	Jon	5904952	sdct9980	silkstamps@yahoo.com	(949)555-1212	17004909
420	Smith	Scott	5904971	Tazman	ssmith@stamps.com	(212)555-1212	17004929

1 - 20

0469141

CS profile - Netscape

File Edit View Go Communicator Help

Bookmarks

Location: http://trebek:82/cs/Profile.asp?cn=005a0850

What's Related

stamps.com

Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

CS Home | Search | Customer Profile | Postal License | Email History | Close Account | Account Credit | Postage Transaction History | Account Status History | Reset Password

508

Last Name	Smith	First Name	Jon	Middle Name	D
User Name	sdct1	Customer ID	5900368	Account #	17000356

502

Account Status

Account Status	Active	Date	3/29/2000 GMT
Status Reason	OK		
Available Balance	\$219.01	Total Postage Purchased	\$220.00
Last Print Date	4/11/2000 00:42 GMT	Total Stamps Printed	3
Initial Free Postage	0	Free Postage Expiration Date	N/A
Available Free Postage	0		
License Status	License Approved		
QA Postage Status	Not Received	Next QA Postage Due	4/3/2000 GMT
Service Plan	Simple Plan 0009	Next Statement Date	11/1/2000 GMT
Resubmission Required	Yes		
Card Holder Name	John D. Smith	Card Number Last 5	99999
Card Type	Visa	Expiration Date	02/2001

504

Contact Information

Company Name			
Title	Software Engineer		
Billing Address	100 TECHNOLOGY DR		
Billing City	IRVINE	State	CA ZIP 92618
Email	sdct01_us@yahoo.com	Last 4 SSN: 6789	
Phone #	(949)555-1212		
Fax #	(949)555-1313		
Comment:	<div></div> <div><input type="checkbox"/> Send Marketing Material</div> <div><input type="checkbox"/> This is a demo account</div>		
<div>Submit</div>			

506

500

Document: Done

FIGURE 6

CS: Email History - Netscape

File Edit View Go Communicator Help

Bookmarks Location: http://trebek:82/cs/EmailHistory.asp?cn=005a0850 What's Related

stamps.com **Customer Support**

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

CS Home | Search | Customer Profile | Postal License | Email History | Close Account
Account Credit | Postage Transaction History | Account Status History | Reset Password

Last Name	Smith	First Name	Jon	Middle Name	D
User Name	sdc01	Customer ID	5900368	Account #	17000356

602

Email History

STATUS 602	FROM 602	TO 602	SUBJECT 602	DATE
Sent (Not Confirmed)	"Stamps.com Customer Support" [support@stamps.com]	sdc01_us@yahoo.com	Welcome to Stamps.com!	3/29/2000 19:14 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:12 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:19 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:51 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Stamps.com Change in Service	4/7/2000 00:33 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/18/2000 00:42 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/18/2000 00:49 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/20/2000 21:20 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/20/2000 21:21 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:34 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:34 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:35 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Stamps.com Account Statement - 05-03-2000	5/4/2000 01:16 GMT

Document Done

00591791-10300

FIGURE 7

CS: Email Detail - Netscape

File Edit View Go Communicator Help

Bookmarks Location <http://trebek:82/cs/EmailDetail.pbx?msgid=17102&cn=005a0850> What's Related

[Go to Email History](#)

Last Name	Smith	First Name	Jon	Middle Name	D
User Name	sdct1	Customer ID	5900368	Account #	17000356

702 {

From : "Stamps.com Customer Support" [support@stamps.com]
 To : sdc01_us@yahoo.com
 Subject : Welcome to Stamps.com!
 Date : Wed, 29 Mar 2000 19:12:02 -0000

Dear Jon,

704 {

Congratulations! Your official U.S. Postal Service Postage License has been approved by the U.S. Postal Service; you are now ready to start printing postage with Stamps.com.

Double-click on the Stamps.com icon on your desktop and then click on [Print Postage]. You can now print postage from your printer 24 hours a day, 7 days a week!

Your initial Postage Purchase of \$10.00 has been added to your postage account.

The service plan you chose entitles you to \$20.00 of FREE postage, which has also been added to your account.

Your total postage account balance is now \$30.00.

Please do not hesitate to contact the Customer Support Team if you have any questions or need any further assistance. We are available any time day or night via LiveAnswer at www.stamps.com/support/, email at support@stamps.com, or toll-free phone at 1-888-434-0055. Your user name is sdct1.

Thanks again for using the Stamps.com Internet Postage service!

Sincerely,

Stamps.com Customer Support Team
<http://www.stamps.com/support>

 For more information about Stamps.com Internet Postage™, visit us at www.stamps.com

700 }

Document Done

005a0850

FIGURE 8

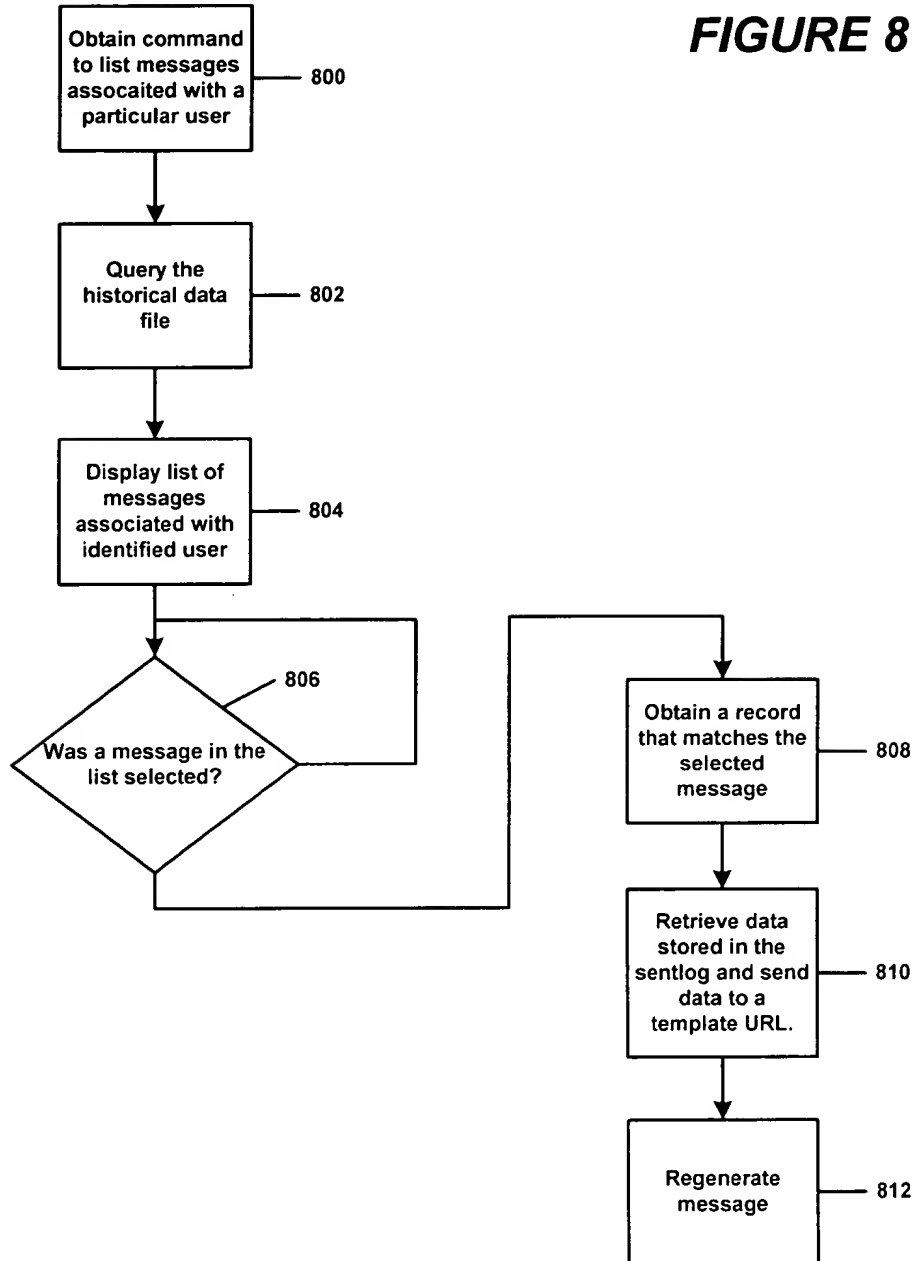


FIGURE 9

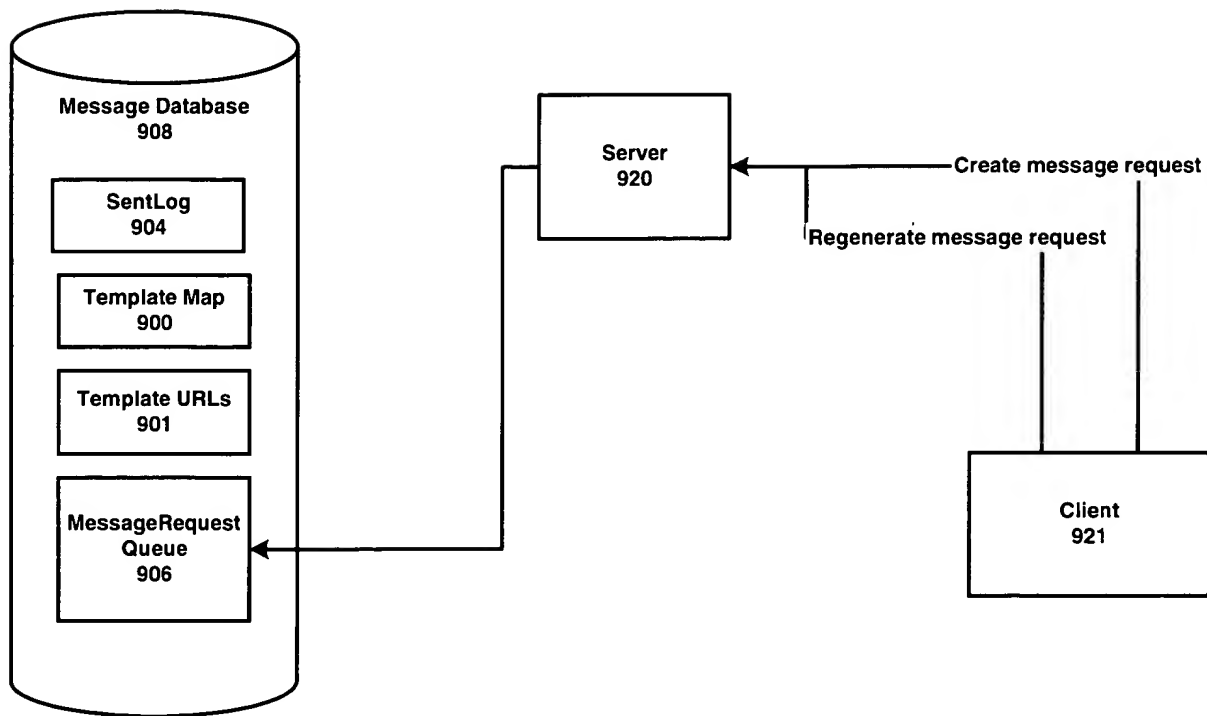


FIGURE 10